



USAID
FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72068824R10004
ISSUANCE DATE: December 1st, 2023
CLOSING DATE/TIME: January 1st, 2024/5PM

SUBJECT: Solicitation for a **Cooperating Country National Personal Services Contractor (CCN PSC - Local Compensation Plan)**

Dear Prospective Offerors:

The United States Government, represented by the U.S. Agency for International Development (USAID), is seeking offers from qualified persons to provide personal services under contract as described in this solicitation.

Offers must be in accordance with **Attachment 1** of this solicitation. Incomplete or unsigned offers will not be considered. Offerors should retain copies of all offer materials for their records.

USAID will evaluate all offerors based on the stated evaluation criteria. USAID encourages all individuals, including those from disadvantaged and under-represented groups, to respond to the solicitation.

This solicitation in no way obligates USAID to award a PSC contract, nor does it commit USAID to pay any cost incurred in the preparation and submission of the offers.

Any questions must be directed in writing to the Point of Contact specified in the Attached 1.

Sincerely,

Douglas Quiggle
Supervisory Executive Officer (Contracting Officer)

I. GENERAL INFORMATION

- 1. SOLICITATION NO.: 72068824R10004**
- 2. ISSUANCE DATE: December 1st, 2023**
- 3. CLOSING DATE AND TIME FOR RECEIPT OF OFFERS: January 1st, 2024/5PM
Bamako local time (GMT)**
- 4. POINT OF CONTACT: Human Resources Section, at bamakohrmvacancies@usaid.gov.**
- 5. POSITION TITLE: Computer Management Assistant (CMA)**
- 6. MARKET VALUE: 15,782,883 – 24,463,467 FCFA equivalent to FSN-9**
In accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID/Mali. Final compensation will be negotiated within the listed market value.
- 7. PERIOD OF PERFORMANCE: CCNPSCs contracts duration are of a continuing nature based on the availability of funds, continued need for the requirement and employee performance, and expected to be part of a series of sequential contracts, each not to exceed the five-year limitation.**
- 8. PLACE OF PERFORMANCE: Bamako, Mali** with possible travel as stated in the Statement of Duties.
- 9. ELIGIBLE OFFERORS: Cooperating country national (CCN) – an individual who is a cooperating country citizen or a non-cooperating country citizen lawfully admitted for permanent residence in the cooperating country.**
- 10. SECURITY LEVEL REQUIRED: *Security certificate (Certification)***
- 11. STATEMENT OF DUTIES**

1. General Statement of Purpose of the Contract

The USAID/Mali Computer Management Assistant (CMA) will directly report to the Systems Manager (SM). The incumbent will be responsible for installation, management, and operation of authorized IT (Information Technology) systems and will provide optimal customer services to Mission users, including installation, repair, maintenance, support and management of Windows Systems and applications, Networks and mobile devices, PC hardware, peripherals, and other accessories. The CMA will be responsible on providing training to all mission computer users in systems use and access. The job holder will assist the Systems Manager (SM) and the Deputy Systems Manager (D/SM) in their daily IT systems and networks' administration.

2. Statement of Duties to be Performed:

User Support and Training

60%

Primary contact in managing USAID Helpdesk ticketing system, used by employees to submit their requests, will make sure tickets are resolved in timely manner.

Provides software support services designed to maximize IT systems utilization and increase office productivity. These services include telephone assistance, on-desk technical assistance, answers to queries, software installation and reinstallation, installation of updates and patches, hardware or software problems resolution and IT consultations.

Primary contact person for users with Laptop, computer accessories and peripherals, and phones problems. Promptly investigates problems, if unable to solve the same day, writes a technical support notice, and works with Computer Management Specialists to expeditiously solve the issue.

Interacts with end users on day-to-day basis and provides first line support on standard application software packages and other agency software installed on the various platforms.

The incumbent will conduct computer training to the users. Training will include commercial applications (such as Microsoft Office, Google suite), the USAID specific applications and other IT topics as defined by the Systems Manager.

The incumbent will also help users on teleconferencing and telework tools when needed.

Systems and Network Operation and Management

20%

Secondary contact person for all Systems and Networks (Wired and Wireless) issues and assists on such issues resolution. Prepares himself as a backup person for regular network operations which would include bringing the system up, backing up data and maintaining the system.

Performs Networks administration routines such as adding/removing users, maintaining disk directories for users, setting up users' access rights to system files and software applications, carrying out the installations and setup of new equipment in the network, installation of Agency approved software. Makes wiring modifications if necessary.

The incumbent will develop and maintain a systematic, preventive-oriented approach to routine network maintenance tasks.

Responsible for installing new Operating Systems (Microsoft Windows, Mac OS) images released by MCIO, complying with their runbooks. Providing user support on the use, operation, features, capabilities of computers, phones, printers, scanners, Operating Systems, Google Suite Applications and Drives, PC/Network hardware, data processing tools (text, tables, graphics) and storage mediums.

Installation and maintenance of network and local printers/scanners (MFD) as well as their management through Files and Printers Server (FPS) in MS Windows Server.

The incumbent will be called on to install, upgrade, and maintain a wide assortment of commercial and department developed software applications. Participates in fixing vulnerabilities detected and reported by M/CIO. S/he will manage USAID/Mali website (pages) and must be vigilant about cybersecurity related issues: deterring, detection, fixing.

IT Security and Contingency Planning/Compliance

10%

Participates in the preparation, update, and enforcement of System Security and Contingency plans. Assist the Systems Manager with implementation and testing of Disaster Recovery and

Business Continuity Planning procedures. Assist with immediately correcting vulnerabilities reported in M/CIO scanning reports to ensure best security/grading results for the mission. Provide Information System Security Awareness Orientation training/refresher to mission users as instructed.

IT Equipment Maintenance and Administration Functions 10%

Update, upgrade and maintain USAID Mali's hardware and software in compliance with Agency's standards requirements and regulations, as directed by the Systems Manager. Maintain and repair IT equipment whether in-house or through a service contract mechanism. Assist with planning mission IT procurement including the identification and evaluation of qualified sources of equipment and services, and oversea vendors, as necessary. Place IT equipment orders either through USAID acquisition channel or ILSM/ARIBA and follow the acquisition procedure until delivery to Mali Mission.

3. Supervisory Relationship

The incumbent will be supervised by the Computer Management Specialist (Systems Manager).

4. Supervisory Controls

None.

12. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

To be considered for this position, applicants must meet the minimum qualifications.

a. Education: Minimum of college/university studies in Information Technologies (or host country academic equivalent) and/or experience in technically related field is required. In addition, having a certification from one of the following corporations is required: CISCO, CompTIA, or Microsoft.

b. Prior Work Experience:

- A minimum of 3 years in IT network administration and customer's support along with user training.
- Experience with networking in windows environment is required: Windows Servers, Active Directory services, Domain Controllers, files and printer servers, configuration of network interfaces.
- Experience with Helpdesk ticketing system is required.
- Experience with computer/network systems (PCs, MacBooks, Network Racks, routers, firewalls, and switches) and Operating Systems (Windows, MacOS, Unix-Linux).
- Experience with software and web content development.
- Experience in cloud computing is required.

- c. **Language Proficiency:** Level IV (fluent) speaking and writing, English and French proficiency are required.
- d. **Job Knowledge:**
- First-hand knowledge of network equipment, management, and security: protocols, architecture (LAN/WAN/VPN/VLSM), cabling, routing, and security tools.
 - Extensive knowledge of computer systems' hardware/software use and maintenance: PC, MacBook, network printers, UPS, Microsoft Windows, MacOS, Unix-Linux.
 - Senior level competence in computer diagnosis, troubleshooting and repair.
 - Good knowledge of Google suite applications and drives, MS Office Suite, MS Windows servers, basic telecommunication, and computer data communication tools.
 - Knowledge of programming/scripting languages and Web content development tools.
 - Basic knowledge of cloud computing technologies and providers
- e. **Skills and Abilities:**
- Strong technical skills to trouble-shoot, diagnose, and resolve IT related issues.
 - Good interpersonal skills and the ability to communicate in written and verbal forms.
 - Organizational and time management skills (ability to set priorities and work independently).
 - Strong analytical, problem solving, design and coding skills.

III. EVALUATION AND SELECTION FACTORS

The Government may award a contract without discussions with offerors in accordance with [FAR 52.215-1](#). The CO reserves the right at any point in the evaluation process to establish a competitive range of offerors with whom negotiations will be conducted pursuant to [FAR 15.306\(c\)](#). In accordance with [FAR 52.215-1](#), if the CO determines that the number of offers that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the CO may limit the number of offerors in the competitive range to the greatest number that will permit an efficient competition among the most highly rated offers. The FAR provisions referenced above are available at <https://www.acquisition.gov/browse/index/far>.

The technical evaluation committee (TEC) may conduct reference checks, including references from individuals who have not been specifically identified by the offeror, and may do so before or after a candidate is interviewed. To be considered for this position, applicants must meet the minimum qualifications noted above. For applicants meeting the minimum qualifications, further consideration and selection will be based on panel assessment of the selection factors listed below.

- | | |
|--------------------------|-----------|
| 1. Prior Work Experience | 35 points |
| 2. Job Knowledge | 35 points |
| 3. Skills and Abilities | 30 points |

Applicants may address each of the selection factors on a separate sheet or directly in the cover letter.

How the selection will be made: The successful candidate will be selected based upon:

1. Preliminary review of the applications package submitted to establish that minimum requirements are met.
2. English and French language proficiency test.
3. Other Tests: Candidates may be (pre) tested on Microsoft Office skills, critical thinking and writing skills, or any technical or practical skills test that might be deemed appropriate.
4. Interviews.
5. Professional Reference checks.
6. Security & Police Background check.
7. Responsibility Determination.

USAID/Mali Human Resources Section will perform the preliminary review (Step 1) to eliminate those applications that do NOT meet the minimum requirements. Applications which meet the minimum qualifications will be contacted (Step 2) for English language testing. Applicants passing the language test by obtaining the required scores will be forwarded (Step 3) to the Technical Evaluation Committee (TEC) for further reviews against the established evaluation criteria to develop a shortlist of applicants to be tested (technical) and/or interviewed. Following the interviews (Step 4) during which the applicant will be evaluated against the established criteria herein, the TEC will make the preliminary determination of candidates to be considered for employment (Step 5) and forward that list as a recommendation memorandum to the Supervisory Executive Officer (Contracting Officer), through the HR Specialist. EXO/HR or the TEC will conduct reference checks (Step 6) on the best suitable candidate (s) as decided by the TEC. References may be solicited from current as well as former supervisors in addition to the references provided in the application package. The HR section will contact the selected candidate to confirm their interest and for contract negotiations (Step 7).

Note:

Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.

Current employees serving a probationary period are not eligible to apply unless duly justified by the Supervisor to the EXO(CO). Current employees with an "Overall Summary Rating of Needs Improvement" or "Unsatisfactory" on their most recent Employee Performance Report are not eligible to apply.

IV. SUBMITTING AN OFFER

Qualified candidates for this position should submit the following documents to be considered. Failure to do so may result in a determination that the application is not qualified. **Only shortlisted applicants will be contacted** and provided with guidance for the next step of the process.

1. Eligible Offerors are required to complete, sign and submit the offer form **AID 309-2** (Offeror Information for Personal Services Contracts with Individuals): <https://www.usaid.gov/forms/aid-309-2>
2. **Resume or curriculum vitae (CV)** relevant to the position for which the applicant is applying.
3. **Cover letter** of not more than two (2) pages describing how the incumbent's skills and experience fit the requirements of the subject position and meet the evaluation factors set in this solicitation.
4. Applicants are required to provide **five (5) Professional References** with complete contact information including email address and telephone number(s). References should have knowledge of the candidate's ability to perform the duties set forth in the solicitation and **must not be family members or relatives**.
5. Copy of Degrees/Diploma, or any relevant Certificates, or Recommendation Letters submitted in a simple searchable **PDF file**.
6. Applicants must provide their **full mailing address with telephone numbers, email address** and should retain for their records copies of all enclosures that accompany their submissions.
7. Offers must be received by the closing date and time specified in **Section I, item 3**, and submitted to the Point of Contact in **Section I, item 4**.
8. Applicant submissions must clearly reference the Solicitation number on all documents to ensure consideration of the application package. Email subject line must be: [Solicitation number **72068824R10004**] – [CANDIDATE NAME]

All CV/Resumes and cover letters must be in English, otherwise the application package is incomplete and will be rejected.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

Once the Executive Office/CO informs the successful Applicant about being selected for a contract award, the EXO/CO will provide the successful Applicant instructions about how to complete the following:

1. Conditional Selection Letter
2. Medical Examination/Statements
3. Security Eligibility for Certification
4. Offeror Information for Personal Services Contracts with Individuals (AID 309-2)
5. Employee Biographical Data Sheet (Form AID 1420)
6. Responsibility Determination

VI. BENEFITS AND ALLOWANCES

As a matter of policy, and as appropriate, a CCNPSC is normally authorized the following benefits and allowances:

1. Basic salary,
2. Miscellaneous allowances
3. Holiday bonus, and
4. Comprehensive medical insurance subsidy.

The incumbent will be compensated in accordance with the U.S. Mission to Mali's Local Compensation Plan (LCP). Final compensation will be based on the position grade and negotiated within the corresponding market value.

VII. TAXES

The successful Applicant will be subject to host country (Mali) tax laws.

VIII. USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO PSCs

USAID regulations and policies governing CCNPSC awards are available at these sources:

1. **USAID Acquisition Regulation (AIDAR), Appendix J**, "Direct USAID Contracts With a Cooperating Country National and with a Third Country National for Personal Services Abroad," including **contract clause "General Provisions,"** available at <https://www.usaid.gov/ads/policy/300/aidar>
2. **Contract Cover Page form AID 309-1** available at <https://www.usaid.gov/forms>. Pricing by line item is to be determined upon contract award as described below:

LINE ITEMS

ITEM NO (A)	SUPPLIES/SERVICES (DESCRIPTION) (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	Base Period – FSN-9 Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: R497 - Accounting Info: 688-MOD-OEFE-FY20-25-SALARY	1	LOT	\$ _TBD_	\$ _TBD_ at Award after negotiations with Contractor_

3. **Acquisition & Assistance Policy Directives/Contract Information Bulletins (AAPDs/CIBs)** for Personal Services Contracts with Individuals available at <http://www.usaid.gov/work-usaid/aapds-cibs>
4. **Ethical Conduct.** By the acceptance of a USAID personal services contract as an individual, the contractor will be acknowledging receipt of the "**Standards of Ethical Conduct for Employees of the Executive Branch**," available from the U.S. Office of Government Ethics,

in accordance with **General Provision 2** and **5 CFR 2635**. See <https://www.oge.gov/web/oge.nsf/OGE%20Regulations>.

5. PSC Ombudsman

The PSC Ombudsman serves as a resource for any Personal Services Contractor who has entered into a contract with the United States Agency for International Development and is available to provide clarity on their specific contract with the Agency. Please visit our page for additional information: <https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman>.

The PSC Ombudsman may be contacted via: PSCOmbudsman@usaid.gov.

6. FAR Provisions Incorporated by Reference

52.204-27	PROHIBITION ON A BYTEDANCE COVERED APPLICATION	(SEP 2022)
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~ End of Solicitation~